

Distance Support

A world of support at your fingertips

Anchor Desk

I need to . . .

The Fleet's Information Super Highway
www.anchordesk.navy.mil

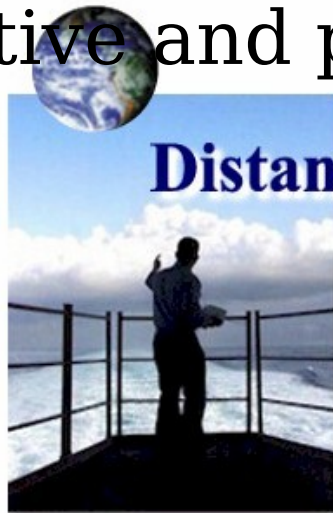
SEA 04L133
703.602.8018 x346

**Adapting and transitioning today's support infrastructure and business processes
to the tools and technology of eBusiness and Information Technology.**

Distance Support

What Does the Distance Support Provide the Sailor at sea?

- Provides the sailor with a single desktop point of entry to an integrated Distance Support tool bag, simplifying access to Naval maintenance, technical, supply, training, administrative and personnel resources



Distance Support Portal

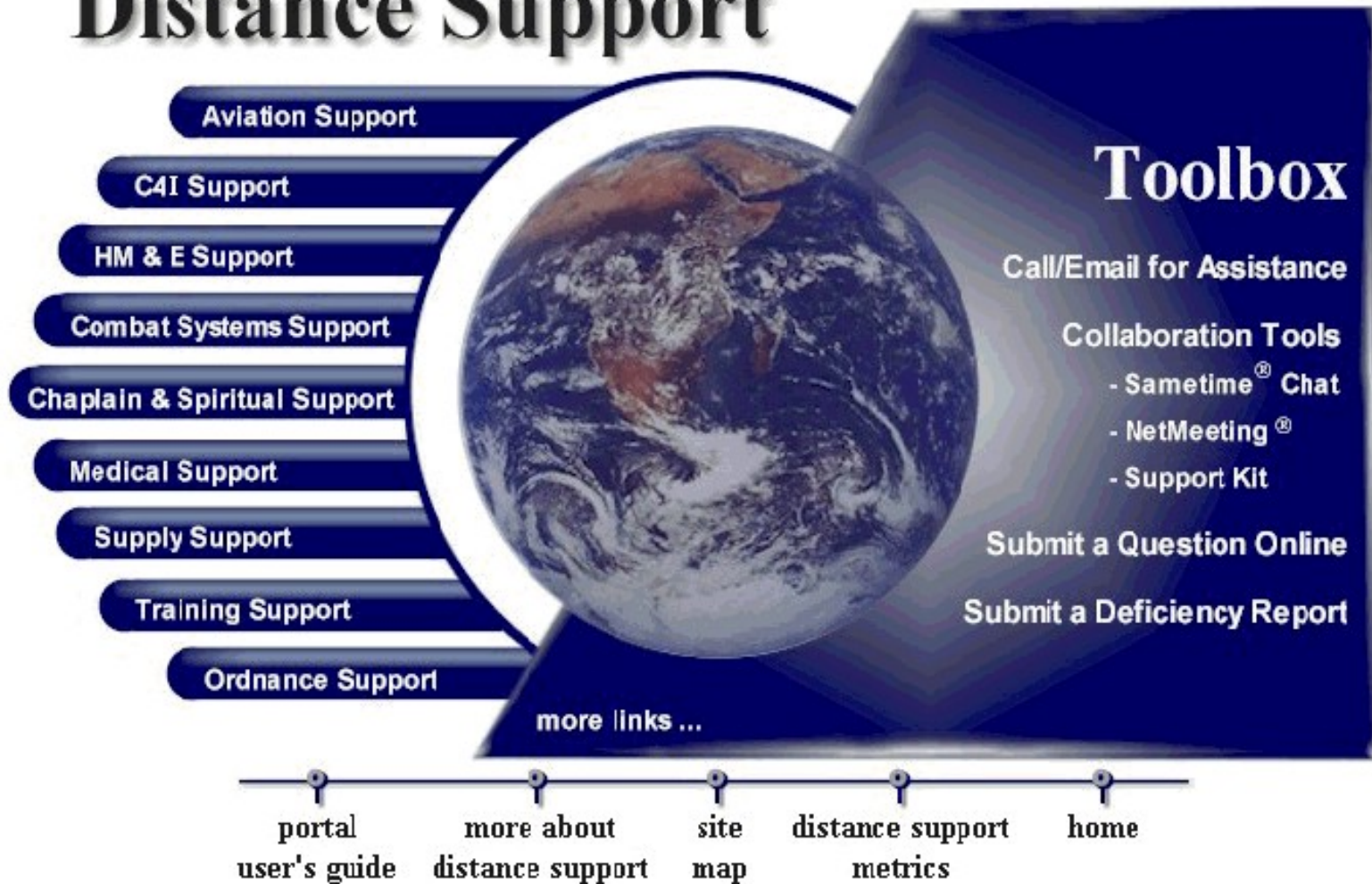
A world of support at your fingertips

Anchor Desk

I need to . . .

Distance Support Portal

Distance Support



Fleet's Information Super Highway

What is Distance Support (DS)

Single “Reach-Back Portal” for streamlined access to any data, information and shore subject matter expert support

The DS Environment

- **Interactive Portal**
 - Content access via Shared Data Environment
 - Organized links to a coalition of web based content providers..(ie training, medical, etc)
- **Collaboration Tool Suite**
 - On-line assistance
 - Problem capture and filing portable hardware
- **Customer Help Desk**
 - 24/7 support
 - Shore advocate for the Customer
 - POC for Trouble Call status and tracking

NICC Activity Summary

18 Aug 1999 - 05 Apr 2001

- 1850 different activities have used the Integrated Call Center

Calls received	24305
-----------------------	--------------

Calls requiring action	16108
Closed	15951
Open	157

Other Calls (Wrong Numbers, Training Calls, SOS Call Back, Transfers within the ICC, etc)	8123
--	-------------

Average time to answer call	6.5 sec
------------------------------------	----------------

Average Time-to-Close (Received Customer Satisfaction Report) days	1.9
---	------------

Abandoned calls	524
------------------------	------------

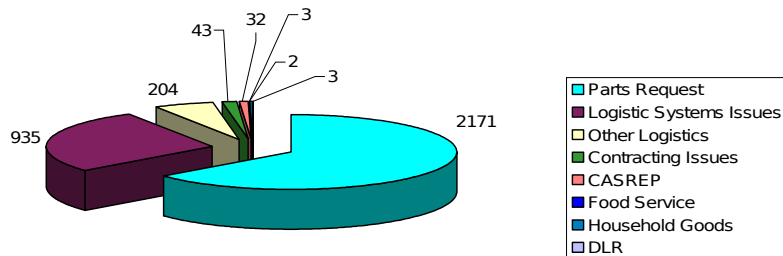
Calls transferred to SOS	11951
---------------------------------	--------------

NICC Metrics

Logistics Requests

Aug 00 to Date

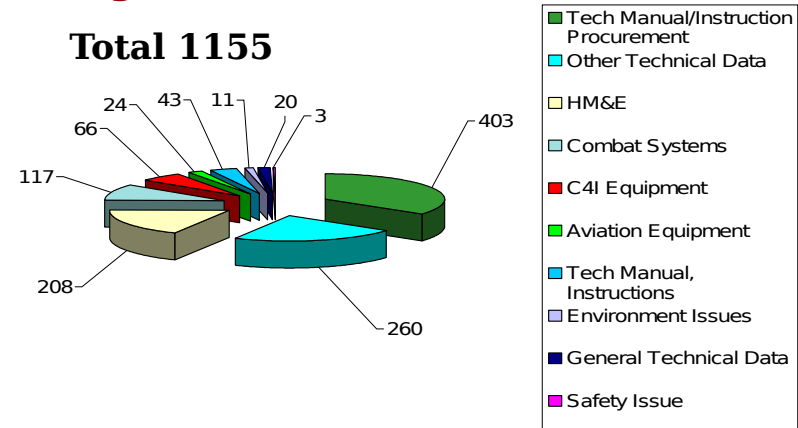
Total 3393



Technical Data

Aug 00 to Date

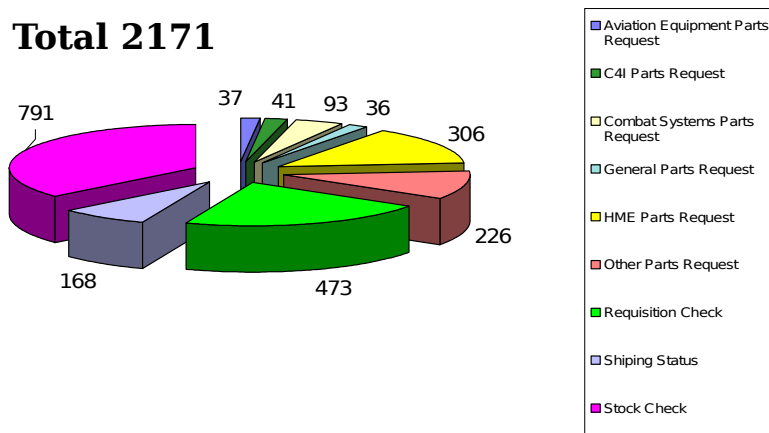
Total 1155



Logistics Parts Request

Aug 00 to Date

Total 2171



NICC User Summary

Aug 99 to Date

Top Users to Date

NAVSEA (307 calls)
 SPAWAR (255 calls)
 NAVICP Mechanicsburg (230 calls)

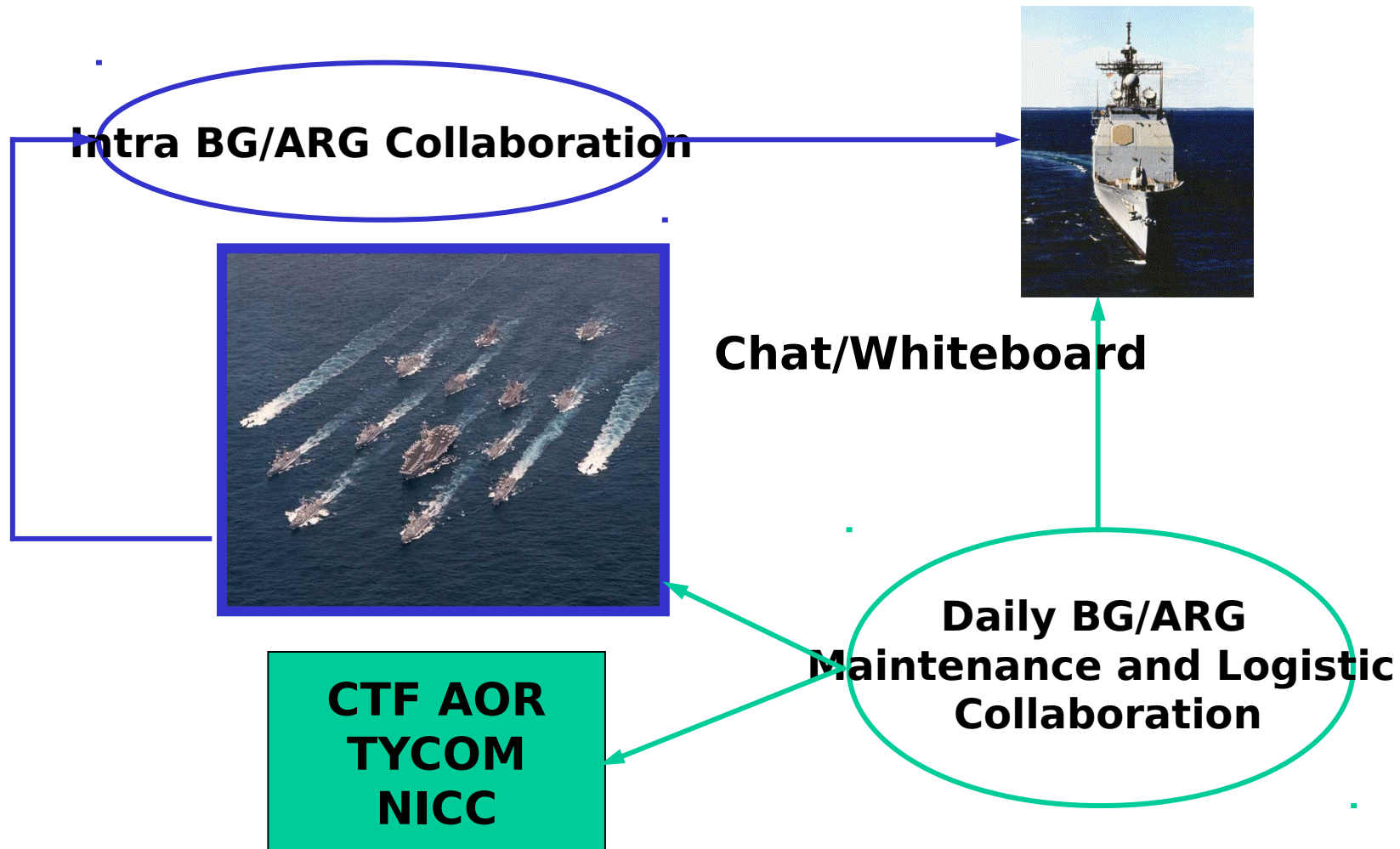
Top Fleet Users

USS Constellation (CV-64) (160 calls)
 USS Newport News (SSN-750) (154 calls) **
 USS Theodore Roosevelt (CVN-71) (153 calls)

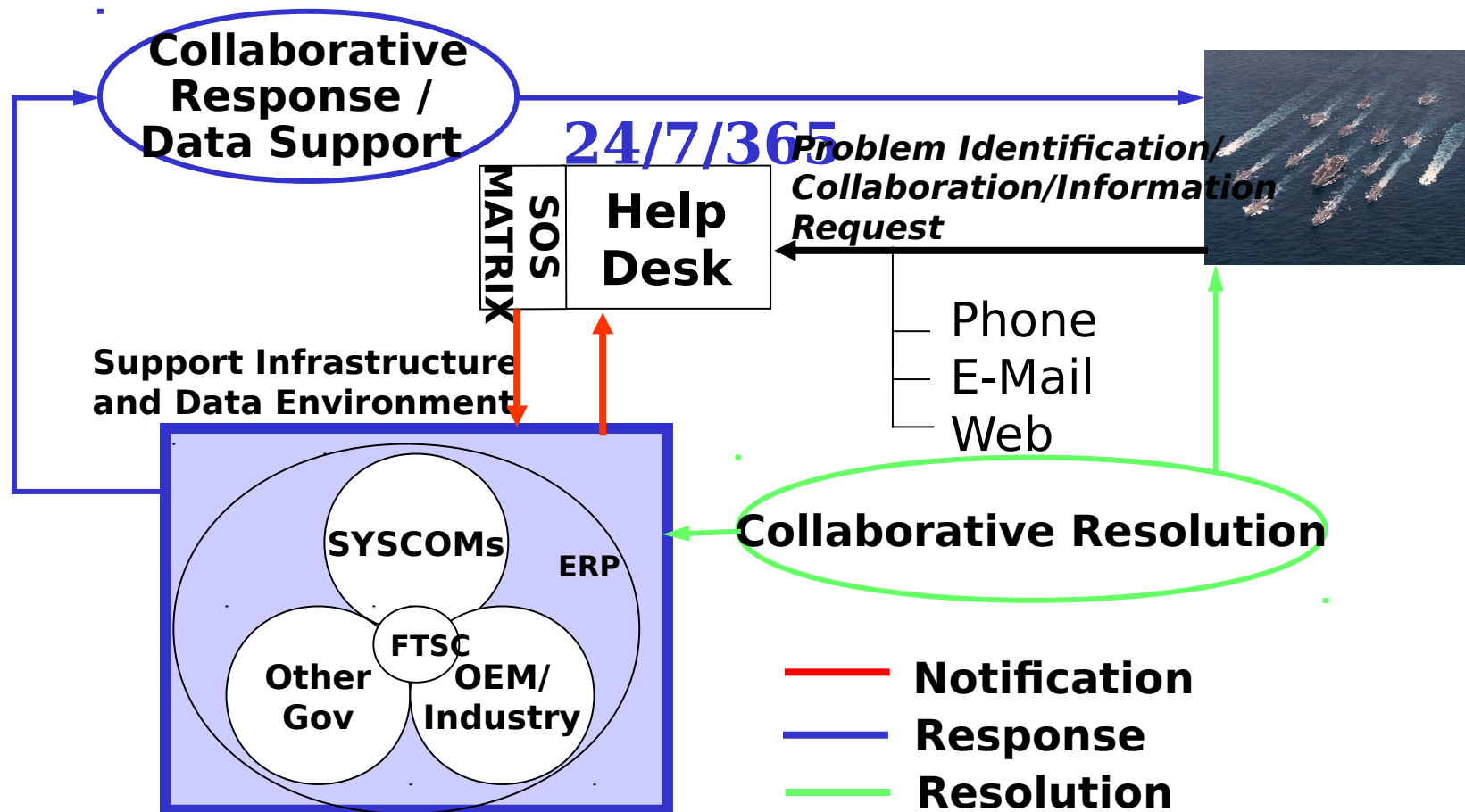
Weekly Top Users

SPAWAR (11 calls)
 NAVSEA (6 calls)
 USS Kearsarge (LHD-3) (3 calls)
 USS Nimitz (CVN-68) (3 calls)

Intra/Inter Battle Group Collaboration CONOPS



Inter Battle Group Collaboration/Data Support CONOPS



What Makes Up Distance Support

AFLOAT SYSTEM

- Interactive Portal
 - HTML Portal CD installed on Ship PCs (1 CD per Seat)
 - CD Backup of Portal links (1 Set per ship)
 - Sailor to Engineer, NetG, Telemedicine
- Collaboration Tool Suite (portable COTS)
 - Digital data capture for remote support
 - Support Kit A (one per ship)
 - Scanner, digital camera,
 - Support Kit B (one per big deck)
 - laptop computer with “O” scope capability, misc items
 - Desktop PC Kit (1 Kit per Seat)
 - PC camera and audio speaker/phones
 - » Augment IT 21 Desktop Computer
 - Combat Systems ICAS (Radar only)
 - Laptop Computer with ICAS software
 - » Intelligent diagnostics

What Makes Up Distance Support

ASHORE SYSTEM

- Interactive Portal
 - HTML Portal CD loaded on a PC and/or Server (1 CD per Seat)
- Collaboration Tool Suite (portable COTS)
 - Digital data capture for remote support
 - Support Kit A
 - Scanner, digital camera,
 - Support Kit B
 - laptop computer with “O” scope capability, misc items
 - Desktop PC Kit (1 kit per seat)
 - PC camera and audio speaker/phones
 - » Augment Desktop Computer as needed

DS Certification Status

- Interactive Portal
 - DS SSIL certified for both NIPRNET and SIPRNET
 - MOA in process with SPAWAR
 - Defined major vs minor changes requiring retest
 - Test case with Portal Version 1.4
 - Establish process for CCB
- Support Kit A & B
 - No certification required
 - AEL established
- Desktop PC Kit
 - SIPRNET test in process
 - NIPRNET test waiting for hardware
- Proxi Server standard settings
 - Netmeeting proxi setting test in process

IT Requirements

- Available Hardware and Infrastructure (IT-21 or NMCI)
 - Pentium Desktop PC
 - Access to Network
 - SUPRNET and NIPRNET Access
 - Server set to allow audio and video
- Available Software (IT-21 or NMCI)
 - Netmeeting (IT-21 GOTS Delta Load)
 - Sametime Chat (Collaboration at Sea Program)
 - Internet Browser (IT-21 GOTS Delta Load)
- Bandwidth Capacity (IT-21 or NMCI)
 - 9.6 kbps for chat and whiteboard
 - 28 kbps for audio and streaming video
 - 64 kbps for live video
- Bandwidth Availability (IT-21 or NMCI)
 - Average 16 kbps for 1 hour/day/ship
 - Greater than 16kbps based on need & capability
 - Average 1 hour/week/ship

Installation Procedure (Per Ship)

- Install PC Desk Top equipment (15 Minutes)
- Load Portal Software (20 Minutes)
- Provide Kit A or Kit A & B (No time required)
- Check Proxi Server (2 Hours)
- Check Connectivity (2 Hours)
- Training (2 - 4 Hours)

Installation and Management Requirements

- Shipboard POC
 - Who will coordinate collaboration conferences?
 - Who maintains physical control of Support Kits/equipment?
 - Who/how is process managed? (ALBG Draft OPTASK ?)
- Access Management
 - Which PCs (six per ship)
 - SIPRNET and NIPRNET distribution
- Time table for hands-on training

Distance Support Status

- ✓ Business rules for collaborative infrastructure and shared data environment established
- ✓ PPL/SSIL certification issued
- + Key data elements and database sharing/mining agreements established

Distance Support

Status cont.

- + Metrics process developed
 - SOS data mining, DS web page link to maintenance metrics website
- ✓ Currently fielded on all platforms in Lincoln Battle Group/Tarawa ARG
- + Planned installs on all deployable Battle Groups/ARGs
- + Planned installs on all CONUS and OCONUS shore activities
- + Resource sponsorship and authority for single reachback portal established

Abraham Lincoln BG/Tarawa ARG

Deployment Results

- Distance Support utilized for daily maintenance meeting between all platforms, the TYCOMS and the NICC
- Distance Support utilized for daily logistic meeting between all platforms, C5F AOR and, CTF 53
- Distance Support used more than 1,600 times during deployment
- Managed use did not effect band width
- Improved material availability and readiness
- Reduced mean time for CASREP closure
- Draft BG OPTASK submitted for DS utilization

*BACK-
UPS*

Schedule

CPF

FDNF

$$I \equiv \text{IBR} \quad F \equiv \text{FBR}$$

Rev: 24 JAN 01

